

JOSEPH MICUCCI

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<https://jjomic.github.io/Portfolio/>

SUMMARY:

A seasoned professional with a background in retail and a newfound passion for technology, I am recognized by my peers as a collaborative "facilitator" in team-based environments. My goal is to leverage my technical skills and interpersonal strengths to drive success for clients, teams, and myself.

KEY QUALIFICATIONS

- Innovator
- Client Relationship Management
- Leadership Experience
- Up-selling & churn prevention
- Team Collaboration
- Effective teaching & mentoring
- Portfolio Development
- Data analysis
- Empathy

TECHNICAL SKILLS:

Languages/Libraries: C#, ASP.NET, JavaScript ES6, SQL, HTML, CSS, Bootstrap

CI/CD: Agile, Scrum

Technologies: G-Suite, Slack, Zoom, Loom, Notion, HubSpot, Salesforce, Atlassian, Contentful

Industries: SaaS, Ecommerce, MarTech, AdTech, B2B, B2C, Telecommunications

Certifications: Google Project Management, MTA: Software Development Fundamentals, Webflow 101, HubSpot Sales Software, HubSpot Service Hub, HubSpot Inbound,

PROFESSIONAL EXPERIENCE:

Customer Success Manager, Ninetailed, USA (Remote), October 2022 – May 2023

MarTech SaaS which allows companies to enhance website personalization.

- Collaborated with clients to develop and execute success plans, setting critical goals and KPIs.
 - Clientele included mid-sized to enterprise level B2C eCommerce brands.
- Consulted on product features, functionality, and onboarding best practices.
- Operationalized testing and provided insights on personalization practices.
- Analyzed data to offer value-driven recommendations for client success.

Technical Customer Success Manager, Wicked Reports, USA (Remote), March 2022 – June 2022

MarTech SaaS providing companies with marketing attribution services.

- Project managed clients during onboarding, conducting setup, data analysis, and troubleshooting.
 - Clientele primarily consisted of SMB B2C & B2B eCommerce brands.
- Contributed to a team focused on increasing client engagement through UX/UI walkthroughs.
- Participated in a beta team for client onboarding and integration, ensuring proper platform connections and data validation.

Account Specialist, Tangoe INC, Indianapolis, IN November 2020 – August 2021

B2B SaaS that serves as a company's telecom expense management system.

- Managed B2B relationships between cell phone carriers and corporate clientele
 - Corporate clientele primarily consisted of enterprise level brands.
- Provided technical support, handled billing inquiries, and facilitated device orders/replacements.
- Served as the liaison between end users, Tangoe, and cellular service providers.

Telephone Sales Representative, Guitar Center, Indianapolis, IN April 2020 – November 2020

Ecommerce B2C music retail.

- Managed incoming and outbound B2C ecommerce sales/customer service calls, with a focus on sales.
- Contacted customers via email, contributing to overall sales efforts.

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Homeowner Customer Care Outbound Specialist, Angi, Indianapolis, IN October 2018 – March 2020

Home services SaaS connecting homeowners to local service providers for household tasks.

- Conducted outbound calls to homeowners, addressing requests and exploring additional projects.
- Utilized email and phone contact to follow up on project statuses.

Retail Operations Lead, Guitar Center, Columbus, OH September 2016 – July 2018

Brick & mortar music retail.

- Oversaw daily money deposit handling and store operations, including shipping orders and warehouse inventory management.
- Promoted from Operations Associate to Lead in February 2017

Telephone Customer Support Representative, Guitar Center, Indianapolis, IN April 2015 – August 2016

Ecommerce B2C music retail.

- Managed inbound B2C ecommerce customer service and sales calls, with an emphasis on customer service & support.
- Handled live chat and email support for Guitar Center's website.

EDUCATION:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, December 2021**
 - Completed a 12-week Software Development Immersive Learning Program
 - Received the Eleven Fifty Core Value Award for Teamwork
- **Roncalli High School, Indianapolis, IN, May 2012**